

Amendments to the Specification:

Please replace the paragraph beginning at page 1, line 4 with the following amended paragraph:

--This application is a continuation-in-part of U.S. Patent Application Serial No. 09/421,834, filed on October 20, 1999, which claims priority to U.S. Provisional Patent Application Serial No. 60/105,129 filed on October 21, 1998, and this application is a continuation-in-part of U.S. Patent ~~Application Serial No. 09/593,336~~ No. 6,801,820, filed June 14, 2000, which is a continuation of U.S. Patent ~~Application Serial No. 09/065,932~~ 6,088,626, filed April 24, 1998, ~~now U.S. Patent No. 6,088,626, issued May 9, 2000,~~ which is a continuation of U.S. Patent ~~Application Serial No. 08/250,179~~ 5,787,000, filed May 27, 1994, ~~now U.S. Patent No. 5,787,000, issued July 28, 1998,~~ and this application claims priority to U.S. Provisional Patent Application Serial No. 60/160,447, filed October 19, 1999.--

Please replace the paragraph beginning at page 13, line 9 with the following amended paragraph:

--The method also includes scheduling a scheduled completion date for each item order (STEP 291). This scheduling typically takes place as part of the operation of a scheduling software program. The scheduling may include scheduling both materials and resources, as described in ~~co-pending U.S. Patent Application Serial no. 09/593,336~~ U.S. Patent No.

6,801,820, entitled METHOD AND APPARATUS OF SCHEDULING WORK ORDERS, filed June 14, 2000, and incorporated herein by reference. In another embodiment, the scheduling may include the scheduling of one of materials and resources.--

Please replace the paragraph beginning at page 15, line 18 with the following amended paragraph:

--The executable instructions that control the operation of CPU 4322 and thereby effectuate the functions of the invention are conceptually depicted as a series of interacting modules resident within memory 320. (Not shown is the operating system that directs the execution of low-level, basic system functions such as memory allocation, file management, and operation of mass storage device(s) 317). These modules perform the method steps described above. Also included in memory 320 or in mass storage 317 can be the supply array 352 of inventory work orders and the demand array 353 of unshipped customer line items.--

Please replace the paragraph beginning at page 15, line 25 with the following amended paragraph:

-- A receiver 341 receives item orders having a requested completion date. A scheduler 342 schedules a scheduled completion date for each item order. A selector 343 selects at least one item order, each item order having a scheduled completion date. A ~~comparitor~~comparator

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344 compares the scheduled completion date with the requested completion date for the selected item orders. A measurement subsystem 345 derives a customer service measurement for each selected item order based on the comparing step. The measurement subsystem 345 can store the results in memory ~~300-320~~ or on the mass storage device 317. An (optional) display subsystem 346 reports or displays the customers service measurement to a user.--